

Application for ENROLMENT (YDP)

INSTRUCTIONS: This form works best when downloaded and saved to your computer first. **Save it with your last name and school in the file name.** Please complete this form in full. Do not leave spaces blank. Put N/A where fields are not applicable to you or your child. Save your completed forms and then email - with your void cheque or other bank confirmation to ypdp@owlchildcare.org.

ABOUT THE CHILD

Name: _____ **Birth date:** _____
 First Name Last Name Month Day Year

Address _____ **ON** _____
 No. Street City Prov Postal Code

Requested Schedule:

Before School	Mon	Tues	Wed	Thurs	Fri	After School	Mon	Tues	Wed	Thurs	Fri
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Custody/Access Details:

Resides with ☐ Mother ☐ Father ☐ Both ☐ Other: _____
 Type of Custody: ☐ N/A ☐ Sole/Full ☐ Joint ☐ Shared ☐ Other: _____
 Custody Papers on File: ☐ No ☐ Yes (☐ Court Order, ☐ Separation Agreement, ☐ Other) *Staff: If yes, upload to Sandbox*

PARENT/GUARDIAN 1

PARENT/GUARDIAN 2

Full Name	_____	_____
Relationship to Child	_____	_____
Home Address:	<input type="checkbox"/> Same as child; if not list below	<input type="checkbox"/> Same as child; if not list below
No. and Street	_____	_____
City/Postal Code	_____	_____
Home Phone #	_____	_____
Mobile Phone #	_____	_____
Email Address:	_____	_____
Add to Email List?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Occupation:	_____	_____
Employer:	_____	_____
Work Phone #	_____	_____
Work Address: Street/City	_____	_____

EMERGENCY CONTACTS

Please provide 2 emergency contacts (other than the parent/guardians) who can be contacted in the event of an emergency and are authorized for pick up.

Emergency Contact 1

Emergency Contact 2

Full Name	_____	_____
Relationship to Child	_____	_____
In which city?	_____	_____
Home Phone #	_____	_____
Work Phone #	_____	_____
Cell Phone #	_____	_____

AUTHORIZED INDIVIDUALS WHO CAN PICK UP YOUR CHILD (in addition to parents/emergency contacts)

Name	Age if under 18	Relationship to Child	Home #	Work #	Ext.	Cell #

A Code Question and Answer must be on file. This will be used if a Parent/Guardian calls in to verify their identity when they wish to send someone else for pick up that is not already on the Authorized Pick up List. The individual will then be required to show Photo ID upon pick up. You may then update your list later. Examples of Code Questions include: What is your mother's maiden name? Where were you born?)

Code Question _____ **Answer** _____

My child may not be released to: _____
 Court papers must be on file if a Parent/Guardian is listed here.

Application for ENROLMENT (YDP)

CHILD'S NAME _____ SCHOOL: _____

Child's Health Information

Does your child require medications to be administered during the before or after school program?

☐ Yes ☐ No; If yes, please obtain and complete an Administration of Medication form from the Supervisor.

List Allergies _____

☐ Life-threatening? ☐ EpiPen?

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☐ Life-threatening? ☐ EpiPen?

If your child requires an Epi-pen, an Individual Anaphylaxis Plan and Administration of Medication forms are required.

Does your child have a medic alert bracelet, necklace? ☐ Yes ☐ No

Please describe any special medical or additional information that would be helpful in an emergency:

Dietary Restrictions

History of Communicable Disease & Conditions requiring medical attention:	Type	Date
	_____	_____
	_____	_____
	_____	_____

The play-based curriculum offered may include project-based learning, fine and gross motor skills, physical activity, etc. **Does your child have any physical** (e.g., rest/exercise restrictions, diabetes, asthma), **cognitive, emotional or behavioural limitations/challenges that would require assistance and/or modifications to the program** to enable him or her to participate fully? ☐ Yes ☐ No

If yes, please explain below so that the staff can request resources to maximize your child's success in our program:

Informed Consent: Please initial under the appropriate column and sign the bottom.

I give permission	I DO NOT give permission	Permissions Required
		I give permission for my child to participate in walks in the immediate area with Owl Child Care staff that occur while he/she is in attendance.
		I give permission for Owl Child Care Services to apply sunscreen on my child. Owl uses a brand that is a minimum of SPF 30 and looks for sunscreen that is non-greasy, fragrance-free, hypoallergenic and protects against UVA and UVB rays (broad spectrum). The specific brand and SPF may change from time to time. A notice will be posted or e-mailed.
<p>I am the legal guardian of the child and have the authority to enter into this agreement. I verify that the information on this form is true and correct. I understand that it is my responsibility to ensure that family members or caregivers whose personal information I am providing have consented to this disclosure. I understand that it is my responsibility to keep the centre informed of any changes to information within a reasonable timeframe. <i>When completed electronically, typing your full legal name in the signature box constitutes your signature and is binding. One parent/guardian signature is acceptable, except where a court order/agreement exists that requires both signatures.</i></p>		
Custodial parent/guardian's Signature _____		Parent/guardian Signature _____
Date _____		Date _____

For Office Use Only

Date of Admission _____

Last Day in Attendance _____

☐ Set up in Sandbox ☐ Constant Contact ☐ Image Release

☐ Termination Form Sent to AD

History:

Owl Child Care Services of Ontario, hereafter known as “Owl”, is a non-profit, registered charity providing child care services under the direction of a volunteer Board of Directors. Owl grew from one centre, licensed for 24 children, in 1981 to our current capacity over 1,000 spaces across eight child care centres and up to 14 Youth Developments Programs in the Waterloo Region. All programs are licensed annually by the Ministry of Education in compliance with the Child Care & Early Years Act.

Each program has a purchase of service agreement with the Region of Waterloo. Owl has a competency-based, volunteer Board of Directors consisting of parent representatives and members of the community.

You are encouraged to participate by volunteering on a committee or by serving on the Board. Please ask for details about our committees and how you can be a part of your child's early years' experience. For additional information, please speak to your centre supervisor or visit our website at www.owlchildcare.org.

Holidays

Owl will be closed during the following statutory holidays: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day*, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day. Owl is also closed between Christmas and New Year's Day.

Owl offers a full-day program for school-age children on PA Days, and during Winter Break and March Break. These programs may be offered at an alternate location, including at one of our child care centres co-located with the Waterloo Catholic District School Board. Parents will be notified of the location approximately one month prior.

* If Canada Day falls on a weekend, Owl will be closed the following Monday.

Parent(s)/Guardian Responsibilities

Custody Information

Parents must inform the centre supervisor if there is a court order or custody agreement involving your child. It is essential that we have a current copy of the court order or agreement on file.

Emergency Contacts & Authorized Pick-Up List

Parents must keep the centre informed of changes in address, home and business phone numbers and a list of **who to contact in case of emergency**.

In case of an emergency, parents or the emergency contact will be phoned if your child becomes ill at the centre. If necessary, you will be asked to make arrangements to have your child picked up.

Staff will only release a child to individuals who are specifically listed as an authorized person for pick up on the enrolment form. Individuals on the list not known to Owl may have to provide photo identification. Owl does not assume responsibility for children after being dismissed to authorized individuals.

To add an individual to the authorized pick up list, please see the centre Supervisor. If it is necessary to add someone at the last minute, verbal requests will only be accepted if you have a code question and answer on your enrolment form. This allows us to identify that it is you making the request.

In the event a parent/guardian or other authorized individual arrives intoxicated or otherwise impaired, or an educator suspects this, the following steps will be taken:

1. The educator cannot and will not release the child to this individual.
2. The educator will call a cab for the individual to take home by his or herself, at their expense

3. If the individual refuses this offer and chooses to drive or refuses to leave, the police will be called and given the car's make, model and license plate number.
4. Notwithstanding the possibility of appropriate arrangements having been made for someone else to pick up and care for the child, the educator is legally required to contact Family and Children's Services for assistance.

Late Pick-Up Policy

It is essential that the teacher is aware when you arrive and when you pick up your child. All Owl centres close at 6:00 pm. If a parent, or other authorized adult, is unable to pick up the child by 6:00 pm, alternate arrangements must be made in order to ensure children are picked up from the centre prior to the closing time. **Late pick up is not permitted.**

Please be aware of road conditions throughout the day (weather, construction etc.) and plan travel time accordingly. Families with children picked up after the 6:00 pm closing time are tracked and can expect the following:

- *First Late:* A call or email from the supervisor reminding them of the service hours.
- *Second Late:* A formal warning letter from the supervisor.
- *Third Late:* A third late may result in termination of care from the child care program or camp.

Should a child be left in care more than an hour after the program closes, with no communication from the parent or the emergency contacts listed, Family and Children Services will be notified by the educator.

Notice if not Attending

All parents must advise the YDP team by emailing ydp@owlchildcare.org prior the afternoon bell if your child will not be attending the after school YDP program that day. Notification is not required for absences for the before school program.

Please note that if your child does not arrive at the program when expected after school, Owl will attempt to contact you and/or confirm the child's attendance at school.

- If the child's whereabouts are not confirmed in a timely manner, Owl may report the child as missing to the Waterloo Regional Police Service.

Therefore, notification should be provided in writing/email to the supervisor/ assistant supervisor. If you prefer to call, please call the designated YDP team phone for your child's program.

For YDP families, failure to notify the centre that your child is not attending will be tracked and can expect the following:

- *First Incident:* A call or email from the supervisor reminding you of the policy requiring notification if your child is not attending.
- *Second Incident:* A formal warning letter from the supervisor.
- *Third Incident:* A third incident may result in termination of care from the after school.

Why is this necessary?

When a child is expected but does not arrive to the program, the educator must inform the supervisor and call the parent, all while remaining in ratio per Ministry requirements. If the parent cannot be reached, the educator must take a group of children (in order to stay in ratio) down to the school office to inquire if the child was at school that day. If the child was at school, the educator must then try to contact the parent and possibly the emergency contacts once again. All of these steps take time away from the program and are unnecessary.

Clothing & Personal Property

The centre is not responsible for the loss of personal property. It is very helpful if items your child brings to the centre are **clearly labeled** with initials or their last name. You may wish to consider ordering labels from Mabel's Labels via Owl's fundraiser. Remember to dress your child appropriately for both indoor and outdoor activities. If you are not able to locate your child's belongings, please check the school's Lost and Found or speak to your child's educator.

Health Related Policies

If he or she becomes ill during the program and is not able to participate in all areas of the program, you will be contacted to pick up your child. They should remain home until they are 24-hours symptom-free.

When several children are sick, particularly with vomiting or diarrhea, public health may declare the centre in outbreak. When that happens, children who are exhibiting symptoms will need to be picked up and kept home until they are 48-hours symptom-free.

Administration of Medication

Owl's educators are able to administer both prescription and non-prescription medication. It is preferable however that the children receive all medication at home, if at all possible.

Prescription Medication must be provided in the original container, with the prescription label on it indicating child's name, name of medication, dosage of medication and instruction for storage and administration. A parent/guardian must complete the *Consent to Administer Prescription Medication form* provided by Owl. This form must be initialed by staff at time of administering medication and by the parent/guardian at pick up time verifying their knowledge that the medication was given.

Non-Prescription Medication must be provided in the original container with the child's name on it. As per Ministry requirements, the expiry date must be recorded. A parent/guardian must complete the *Consent to Administer Non-Prescription Medication form* provided by Owl. This form must be initialed by staff at time of administering medication and by the parent/guardian at pick up time verifying their knowledge that the medication was given.

All medication must be taken home by the parent each night except in the case of medications required for life threatening situations (for example: asthma medication, Epi-pens, etc). These medications must be checked monthly for expiration dates.

Children in attendance must be able to participate in the whole program. Owl will contact a parent to have a child picked up if they are unable to participate due to illness.

Allergy Safe - Anaphylaxis

Owl has designated all of its locations as "Allergy Safe" and will not knowingly serve nut products. Anaphylactic reactions to other substances (for example: eggs) will be dealt with on a case by case basis.

As a result, parents should not send snacks that knowingly contain nuts or any other substance that may be identified by Owl from time to time. Specific information will be provided to parents/guardians should there be a child with a life-threatening allergy at your centre.

Head Lice

Head lice is not considered a communicable disease and head lice infestation does not spread disease, but it can be transmitted through head to head contact with an infested person or through contact with personal objects (for example: combs, hats, etc.). In order to minimize the spread of head lice within the program parents will be notified if head lice is found in your child's classroom. This notification will ask all parents of children in that room to thoroughly check their child's hair for lice or nits (eggs) and to return the Parent/Guardian Head Lice Response form.

If your child has been found to have head lice, he or she may return to the program after you have confirmed that a head lice treatment has been applied. Parents must then thoroughly check their child's hair daily for two weeks. All other parents are advised to check their child's hair weekly as a precaution.

Immunization Records:

Parents are responsible for keeping all immunizations up-to-date and recorded with the child care centre. Failure to maintain your child's immunizations could result in mandatory absence from the program.

Program-Related Policies:

YDP Curriculum

The curriculum is outlined within the Youth Development Program Framework from the Waterloo Region District School Board. In addition, please see Owl's Program Statement for an overview of our philosophy and goals. You can find this interactive document on our website at www.owlchildcare.org/Program-Statement.

Children are actively encouraged to participate in the whole program. The children participate in outdoor play for 30 minutes in the morning and again in the afternoon. While gross motor play may be offered indoors due to inclement weather, our programs go outside in light rain and snowfall so please ensure they have clothing and footwear for all types of weather.

Food from Home

There may be times when it is necessary to send food from home due to allergies, religious reasons or if your child is a picky eater. If this is necessary, please speak to the centre supervisor about a Food Agreement.

Please refrain from bringing in any food that directly contains nuts. If your child has a nut-based snack for breakfast, please thoroughly wash their face and hands prior to coming into the child care centre.

Centre Closures:

Due to inclement weather, all Owl centres and YDP programs will close on days when both the Catholic and Public School Boards close their schools. An announcement will be made on local radio stations that the centres will be closed, or you will be contacted if the centre closes during the day. Owl will make announcements regarding any Owl closures on its website and the following radio stations:

- KOOL FM (105.4)
- CHYM FM (96.7)
- DAVE FM (107.5)
- 570News (570 AM).

Catholic and Public School Bus Cancellations:

In the event that buses are cancelled due to inclement weather, but the schools are open, Owl's programs will operate. In this case, your school-age child will only receive care at their regularly scheduled times.

Income Tax Receipts

Income tax receipts for Child Tax Credits will be issued before the end of February of the following year. It is your responsibility to ensure Owl has your current address. Your Income tax receipt will be mailed to the last known address. A charge of \$25.00 will be levied to produce a duplicate receipt if yours is lost or we were not informed of an address change.

Termination of Child Care Spaces

Owl reserves the right to terminate a child care space for the following reasons:

1) Non-Compliance with Parent and/or Payment Policies:

Failure to comply with any of the above policies, including any payment provisions outlined in the Payment Policies, may, in Owl's sole discretion, result in termination of your child care space, in addition to any other available legal remedies. A decision to terminate a child's space will be made on a case-by-case basis and in consultation with the parent.

2) Behaviour-related

This termination policy is meant to protect the child, educators and other children from physical and/or mental stress brought on by the social and behavioural difficulties experienced by a child. Educators will review Owl's Behaviour Code and Summary of Offences and Consequences with the family (and with children who are aged 6 to 12). A decision to terminate a child's space will be made on a case-by-case basis and after discussion with the parents and possible third party resources involved in your child's care.

3) Workplace Harassment:

Owl believes in providing and maintaining a work environment in which all employees are free from violence, threats of violence, intimidation, bullying, unkind comments and other disruptive behaviour or actions which belittle, threaten, offend, embarrass, humiliate or diminish another's self-esteem, whether deliberate or unintentional, including sexual harassment and discrimination. Such actions are not tolerated, will be addressed immediately and may result in the termination of child care spaces or other consequences (for example: police contact).

Owl reserves the right to make additions or changes to these policies at their discretion. Notice of 30 days will be given informing the parents of any changes.

Parent/Guardian Acknowledgement

I am the legal guardian of the child and have the authority to enter into this agreement. I have read, understood and agree to abide by the above policies. I hereby consent to the collection, use and disclosure of my personal information or that of my child/ward, by Owl Child Care Services of Ontario as specified in Owl's Privacy Statement (available at www.owlchildcare.org or from your centre supervisor), which I have fully read and understand.

Parent/Guardian's Signature

Date

Parent/Guardian's Signature

Date

One parent/guardian signature is acceptable, except where a court order/agreement exists that require both signatures.

When completed electronically, typing your full legal name in the signature box constitutes your signature and is binding.

Supervisor's Signature

Date

Checklist:

Before your child can start any Owl program the following must be on file at the centre in accordance with the Child Care & Early Years Act. Please use the information below as a checklist for yourself.

- ☐ A completed Application of Enrolment Form, signed by a custodial parent or guardian.
- ☐ A signed copy of this Parent Policy and a signed copy of the Payment Policies
- ☐ An up to date immunization declaration.
- ☐ Other documentation that may be required.
 - Custody order or agreement
 - Information regarding any support plans or safety plans used for your child by the school or another agency.

For Office Use:

☐ Signed Payment Policy Received (all pages)

☐ Custody Order on file ☐ not applicable

☐ uploaded to Sandbox Date: _____

By: _____

Child(ren)'s
Name: _____

Parent's Name: _____

School: _____

Fees

Fees are calculated on a daily basis and will be the same for the entire calendar year unless a fee increase has been approved by the Board and communicated to parents 45 days before it takes effect or there is a change to your child's schedule (for example: your child's category of care changes, your child's set recurring schedule for the # of days change).

Your child care fees will fluctuate month to month based on the # of scheduled days in each month. An online Payment Estimator is available on Owl's website to assist you in determining the estimated fees for each month based on your child's schedule.

General Notes:

- Owl does not charge fees for statutory holidays (i.e., New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, and Boxing Day), nor during the Christmas Closure the week between Christmas and New Year's.
- Owl does not issue credits for sick days, vacation days, or any unexpected centre closures. Some examples could include but are not limited to snow days, black out days, all natural disasters, acts of terrorism, etc.
- All account adjustments must be discussed with the Administration Office within one month of the statement date.

YDP Families:

Parents are responsible for full fees for all months except July and August. Monthly invoices do not include any care for statutory holidays, the month of July, the month of August, nor Owl's Christmas closure (the week between Christmas and New Year's).

If you require care on PA Days, during Winter Break, March Break, Easter Monday, additional fees will be required as per Owl's posted Fee Schedule. Failure to opt-out of these programs – providing notice of 10 business days – will result in fees being charged.

Summer Camp is offered on a weekly basis and operates on a separate payment system with a weekly fee. A deposit for each week of care may be required. Summer Camp also has its own camp cancellation terms and conditions. For Camp registration information and full-details on camp payments, visit <http://www.owlchildcare.org/summer-camp>.

Methods of Payment & Due Dates

Pre-authorized debit (PAD) is the primary method of payment for YDP families.

PAD is a safe and convenient way to pay your fees.

With pre-authorized debit, your monthly fees will be calculated based on scheduled days at the daily rate and then split into two equal payments:

- 50% will be withdrawn on the 1st of the month
- The remaining 50% will be withdrawn on the 15th of the month.

If either the 1st or the 15th falls on a weekend or banking holiday, the pre-authorized debit will be made on the next business day following the due date.

A pre-authorized debit registration form, along with a void cheque, will be required upon enrolment. We require two weeks' notice to set up a new pre-authorized debit (also referred to as "PAD") agreement as your method of payment

Other methods of payment

In extenuating circumstances, an agreement may be made to accept payment via post-dated cheque or e-transfer. Decisions to accept such payment methods will be at the sole discretion of management.

Adjustments for Extra Days Billing

Additional days added to your schedule may be subject to a two-week waiting period before those changes can take effect and must be communicated in writing to the YDP supervisor at ypd@owlchildcare.org.

Payment in full must be received on the 1st (or 1st and 15th) of each month.

- *Failure to provide payment on time will commence Owl's collection efforts, including the use of an external collection agency.*

Dishonoured Payments

A \$30 service charge will be levied on all dishonoured payments (e.g., NSF, funds not cleared, etc). After a 2nd dishonored payment within a 12-month period, the account holder may be required to use an alternate payment method as determined by management.

Dishonoured pre-authorized debit withdrawals will be re-presented to the bank for payment, in the original amount, three business days following the date that Owl is notified that your payment was declined. You will receive email notification prior to the payment request being re-presented to the bank. A service charge of \$30 will be invoiced separately and is payable by e-transfer. If the re-presented payment is also dishonoured, another \$30 service charge will be invoiced and further collection efforts will commence.

These service charges will be adjusted, from time to time, as bank charges change. Families will be given 45 days' notice of this change.

Termination of Child Care Spaces Due to Non-Payment

This policy is to ensure the prompt and efficient payment processing of your child care fees.

Payment in full must be received on the 1st (or 1st and 15th) of each month.

Owl Child Care Services of Ontario, at any given time, has the right to terminate space due to child care fees being in arrears.

Scheduling and Schedule Changes

Owl offers both full-time and part-time schedules to meet the needs of many families. Schedules may consist of any combination of days and programs but must be set and recurring weekly (e.g., every Monday to Friday each week or Monday, Tuesday and Thursday each week) to ensure the safety of children. Billing will occur for all set recurring dates regardless of attendance in the program.

YDP programs require notice of 10 business days to make a schedule change. Notice shall be submitted to the YDP supervisor via email at ydp@owlchildcare.org.

Requests to change the days of the week (e.g., M-W-F to M-T-W) or to add an extra day to your set recurring schedule are dependent on available space. If you decrease your set number of days, there is no guarantee that a space will be available later to revert back to your previous schedule.

Notice Required for Withdrawal from Care

The following notice periods are required to withdraw from the program, including for families who have pre-enrolled but have not yet started:

- School-age programs require notice of 10 business days

Fees are owing for the duration of the notice period. If insufficient notice is provided, fees will be billed to your account and are payable upon invoicing.

Any outstanding accounts will be subject to further collection efforts which can include the involvement of an external collection agency.

Maintaining Child Care Spaces During the Summer Months

1. School-age Families (JKK and school-age)

Parents who have a child(ren) *currently in a before and after school program as of June 1st of the calendar year* have the following options with respect to care during the months of July and August:

1.1. *Summer Camp*: enrol your child(ren) in the Jr. Camp (JKK) or Sr. Camp (school-age) program offered during the months of July and August. Camp programs are based on a weekly schedule during the summer months. A weekly charge is applicable regardless of any time off during that week. Camp Registration is open to Owl members in February. Registration will open to the public in March. Parents should note that the withdrawal notice is different for Camp programs than that of other programs. See www.owlchildcare.org/summer-camp for more details.

1.2. *Take the Summer Off*: If you choose not to enrol your child (ren) in the Camp program, you have the option to pre-enrol your child (ren) in the Before School and/or After School programs for the following September. If you do so by June 1, your customer deposit will be retained.

- A Confirmation of Child Care Space(s) will be issued by Owl to guarantee your space for September. Changes to your child's summer schedule after Confirmation of Care forms are provided will null and void your confirmation. Your September spaces will be re-confirmed based on your new status and priority order.
- If you pre-enrol for September and later decide that your children will not be returning, the standard notice of 10 business days is required to withdraw from the program. Program fees are charged during the notice period.

Owl reserves the right to make additions or changes to these policies at their discretion. Notice of 45 days will be given informing parents of any changes.

Acknowledgment

I am the legal guardian of the child and have the authority to enter into this agreement. I have read, understood and agree to abide by the above policies. I hereby consent to the collection, use and disclosure of my personal information or that of my child/ward, by Owl Child Care Services of Ontario as specified in Owl's Privacy Statement (available at www.owlchildcare.org or from your centre Supervisor), which I have fully read and understand.

Parent/Guardian's Signature

Date

Parent/Guardian's Signature

Date

One parent/guardian signature is acceptable, except where a court order/agreement exists that require both signatures. When completed electronically, typing your full legal name in the signature box constitutes your signature and is binding.

Supervisor's Signature

Date

For Office Use:

- ☐ Signed Parent Policy Received (all pages) and in child's file
☐ Enrolment Set up in Sandbox

Date:

By:



**Owl
Child Care
Services of Ontario**

10 Washburn Drive, Unit 2, Kitchener, Ontario N2R 1S2 Phone: (519) 894-0581 Fax: (519) 894-6935

Dear Owl Families:

The attached agreement outlines the terms and conditions of the PAD process/system.

If you receive child care fee subsidy assistance from the Region of Waterloo, please do not complete the attached form. Instead, contact the YDP supervisor (ydp@owlchildcare.org) to request the subsidy version.

Owl only invoices for days your child is scheduled, and not for statutory holidays. As a result, your monthly fees will vary depending on the month. Your monthly fees will be divided into two equal payments. The first payment will be withdrawn from your bank account on the 1st of each month, with the second payment being withdrawn on the 15th. Should the 1st or the 15th fall on the weekend or a holiday, the payment will be withdrawn on the next business day.

You can expect to receive a copy of your invoice by e-mail, approximately 5 business days prior to each payment on the 1st and 15th of the month. You may review the invoice and contact us directly if you have any questions after receiving the invoice.

When PA Days are scheduled, you will be required to opt-out via email with two weeks' notice. Failure to opt-out will result in a charge for this date. This will be added to your next regular invoice.

Requests for schedule changes require 10 business days' written notice to ydp@owlchildcare.org. We will provide a confirmation of its receipt. You may review our fee schedule at any time by visiting our website at <https://www.owlchildcare.org/program-fees>

Any credit balances owing as result of schedule changes, withdrawal, termination, etc. will be reviewed on a case by case basis to determine the best method of crediting your account.

If we are notified of a returned payment by your bank, the original payment amount will be drawn from your account on the third business day after we have been notified by the bank. A \$30 service charge will be invoiced separately and is payable by cash, certified cheque or money order.

Please note that line of credit accounts are not accepted by the bank for PAD payments.

Should you have any questions please contact me at 519-894-0581, extension 101.

Regards,

Carmen Rusu
Accounts Coordinator



Pre-Authorized Debit Agreement

SCHEDULE "B"
PAYOR'S PAD AGREEMENT
Personal Pre-Authorized Debit Plan
Authorization of the Payor to the Payee to Direct Debit an Account

Instructions:

1. Please complete all sections in order to instruct your financial institution to make payments directly from your account.
2. Please sign the Terms and Conditions on the reverse of this document.
3. Return the completed form with a blank cheque marked "VOID" to the Payee at the address noted below
4. If you have any questions, please write or call the Payee.

Child's Name(s):	Centre:
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PAYOR INFORMATION *(Please type or print clearly)*

Payor Name:	
Address:	
Telephone:	
Signature of Payor(s):	Date:

ATTACH OR UPLOAD A PHOTO OF A VOID CHEQUE HERE (if your system does not let you attach it directly to the form, email the VOID cheque. If you don't have a VOID cheque, submit a direct deposit form or other bank confirmation.

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PAYEE INFORMATION *(Please type or print clearly)*

Payee Name(s):	OWL CHILD CARE SERVICES OF ONTARIO
Address:	10 Washburn Drive, Unit 2 Kitchener, ON N2R 1S2
Telephone:	519-894-0581

PAYMENT INFORMATION *(Please type or print clearly)*

Estimated 5 days prior to each new month, semi-monthly invoices will be e-mailed by Owl for review.		Payment to occur at set intervals and varying amounts each month based on scheduled days.	
Total Daily Fee		Fees are calculated based on scheduled days of care, and do not include stat holidays.	Semi monthly payments: 1st and 15th of each month Effective Date: dd/mm/yyyy
Adjustments: Adjustment billing for PA days and extra days requested outside of your regular program days will be billed in addition to the fixed amount above. The date of such payments will be communicated to you.			

When completed electronically, typing your full legal name in the signature box constitutes your signature and is binding.



PAYOR'S PAD AGREEMENT
Business Pre-Authorized Debit Plan
Terms & Conditions

1. In this Agreement, "I", "me" and "my" refers to each Account Holder who signs below.
2. I agree to participate in this Pre-Authorized Debit Plan for personal/household or consumer purposes.

I authorize the Payee indicated on the reverse hereof and any successor or assign of the Payee to draw a debit in paper, electronic or other form for the purpose of making payment for consumer goods or services (a "Personal PAD") on my account indicated on the reverse hereof (the "Account") at the financial institution indicated on the reverse hereof (the "Financial Institution").

I authorize the Financial Institution to honour and pay such debits.

This Agreement and my authorization are provided for the benefit of the Payee and my Financial Institution and are provided in consideration of my Financial Institution agreeing to process debits against my Account in accordance with the Rules of the Canadian Payments Association.

I agree that any direction I may provide to draw a Personal PAD, and any Personal PAD drawn in accordance with this Agreement, shall be binding on me as if signed by me, and, in the case of paper debits, as if they were cheques signed by me.

3. I may revoke or cancel this Agreement at any time upon notice being provided by me either in writing or orally acknowledge that in order to revoke or cancel the authorization provided in this Agreement, I must provide notice of revocation or cancellation to the Payee.

This Agreement applies only to the method of payment and I agree that revocation or cancellation of this agreement does not terminate or otherwise have any bearing on any contract that exists between me and the Payee.

The Payee shall use best efforts to cancel the PAD in the next business, billing or processing cycle but shall within not more than 30 days from the notice cease to issue any new PADs.

I understand that I may obtain a sample cancellation form, or further information on my right to cancel a PAD Agreement, at my financial institution or at www.cdnpay.ca.

4. I agree that my Financial Institution is not required to verify that any Personal PAD has been drawn in accordance with this Agreement, including the amount, frequency and fulfillment of any purpose of any Personal PAD.
5. I agree that delivery of this Agreement to the Payee constitutes delivery by me to my Financial Institution. I agree that the Payee may deliver this Agreement to the Payee's financial institution and agree to the disclosure of any personal information which may be contained in this Agreement to such financial institution.
6. I understand that with respect to:
 - i. Fixed amount Personal PADs occurring at set intervals, I shall receive written notice from the Payee of the amount to be debited and the due date(s) of debiting, at least five (5) calendar days for Paper Agreements, fifteen (15) Electronic Agreements before the due date of the first Personal PAD, and such notice shall be received every time there is a change in the amount or payment date(s);
 - ii. Variable amount Personal PADs occurring at set intervals, I shall receive written notice from the Payee of the amount to be debited and the due date(s) of debiting, at least five (5) calendar days before the due date of every Paper PAD/ 15 calendar days for Electronic PADs before the due date of the first Personal PAD; and
 - iii. Fixed amount and variable amount of every Paper and/or Electronic Personal PADs occurring at set intervals, where the Personal PAD Plan provides for a change in the amount of such fixed and variable amount PADs as a result of my direct action (such as, but not limited to, a telephone instruction) requesting the Payee to change the amount of a PAD, no pre-notification of such changes is required.

7. I agree that with respect to Personal PADs, where the payment frequency is sporadic, a password or secret code, or other signature equivalent will be issued and shall constitute valid authorization for the Payee or its agent to debit my account.



8. I certify that all information provided with respect to the Account is accurate and I agree to inform the Payee, in writing, of any change in the Account information provided in this Agreement at least ten (10) business days prior to the next due date of a Personal PAD. In the event of any such change, this Agreement shall continue in respect of any new account to be used for Personal PADs.
9. I understand that I have certain recourse/reimbursement rights if any debit does not comply with this agreement. For example, I have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD Agreement. I understand that I may obtain more information on my recourse/reimbursement rights by contacting my financial institution or visit the CPA website at www.cdnpay.ca.
10. I warrant and guarantee that all persons whose signatures are required to sign on the Account have signed this Agreement below. In addition, I warrant and guarantee, where applicable, that I have the authority to electronically agree to commit to this Agreement by secure electronic signature and that my secure electronic signature conforms to the requirements of Rule H1.
11. I understand and agree to the foregoing terms and conditions.
12. I agree to comply with the Rules of the Canadian Payments Association or any other rules or regulations which may affect the services described herein, as may be introduced in the future or are currently in effect and I agree to execute any further documentation which may be prescribed from time to time by the Canadian Payments Association in respect of the services described herein.
13. Applicable to the Province of Quebec only: It is the express wish of the parties that this Agreement and any related documents be drawn up and executed in English. Les parties conviennent que la présente convention et tous les documents s'y rattachant soient rédigés et signés en anglais.

Name of Account Holder

Signature

Date

Name of Account Holder

Signature

Date

Email address to use for EFT remittance Notices for adjustment billing

When completed electronically, typing your full legal name in the signature box constitutes your signature and is binding. For a joint account, it is the responsibility of the parent to ensure the second party to the bank account consents to the pre-authorized debits for this purpose.



Dear Parent:

In order to best meet the needs of the children in our care, it is sometimes valuable to exchange information between the **YDP program providers, early childhood educators** and the **school teachers and school administration staff such as the secretary, principal, etc.** The teachers will respect the confidentiality of all information shared by the parents and shall exchange that and other information only when it will benefit the child.

Child's Name _____

School _____

Grade _____

Child's School Teacher _____

Current YDP Provider _____

I am the legal guardian of the child and have the authority to enter into this agreement. I give permission for my child's/ward's school staff, teachers and youth development program team staff to exchange information about my child in cases where it may be of benefit to my child/ward. I acknowledge that this agreement will include my child's new teacher for the 2019-20 school year as well.

PARENT/GUARDIAN _____

SIGNATURE _____

If completing this form electronically, typing your full legal name here will represent your signature.

DATE _____

FOR OFFICE USE ONLY

Received by:

Centre Supervisor/Assistant Supervisor

Date: _____

Shared with Principal/School Office:

Date: _____

(2019-05)

This agreement may be signed in a number of counterparts and facsimile signatures are acceptable and deemed binding. We protect and respect your privacy. Your personal information is used only for the purposes stated on or indicated by the form. For complete details, see our Privacy Statement at www.owlchildcare.org or contact your centre Supervisor for a copy.



Immunization Declaration

Child's Full Name _____

Date of Birth: _____ Owl Centre: _____

School Name: _____

DECLARATION

Check all that applies:	
<input type="checkbox"/>	A. My child is fully immunized and the record has been filed with the (check one): <input type="checkbox"/> Waterloo Catholic District School Board (WCDSB) <input type="checkbox"/> Waterloo Region District School Board (WRDSB) <input type="checkbox"/> Other: _____
<input type="checkbox"/>	B. My child is behind in his/her immunizations : <i>Reason/Details:</i> _____ _____
<input type="checkbox"/>	C. My child has 1 or more exemptions and requires a C2 medical exemption form from Region of Waterloo Public Health. All other immunizations are up to date and the record has been filed with the <input type="checkbox"/> WCDSB <input type="checkbox"/> WRDSB <i>Reason/Details:</i> _____ _____

I declare the above information to be true and factual.

_____ Parent Signature <small>If completing electronically, typing your full legal name here constitutes your signature.</small>	_____ Date
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For Office Use Only:	
Date Rec'd _____	C2 on file: <input type="checkbox"/> Y <input type="checkbox"/> N
Input to Sandbox on _____	Supervisor/Assistant Signature _____



All children come to Owl Child Care Services (Owl) with the right to develop their many skills as fully as possible. Children develop at different rates and come to care with different life experiences.

Therefore, the consequences in response to inappropriate behaviour will take into consideration as age; family dynamics (e.g., divorce, new sibling, death in family) that could impact the child emotionally or psychologically, current stage of development and availability of external support.

Owl's Mission is as follows: Owl provides nurturing, play-based early learning to support each child in realizing their potential while giving families peace of mind. For many children and families, Owl becomes an extension of their home...of their family.

One component of this environment is learning to make decisions (choices) that are appropriate to the child's age, ability and development and accepting the consequences of those decisions (choices). As children grow and gain greater understanding of core values (for example: right from wrong) they learn to take responsibility for their actions (behaviour) and must develop the judgment required to make appropriate choices that demonstrate:

- respect for themselves
- respect for others, and
- respect for the property and belongings of others.

The teaching of this self-discipline is the joint responsibility of the Owl staff and parents/guardians.

EXPECTATIONS

A Parent/Guardian Can Expect...

- a safe, stimulating and supportive environment for their child
- to be treated with respect, courtesy and consideration by staff, other parents, and children
- on-going, daily communication (verbal and/or written) from the centre regarding their child's development and participation.
- written communication when their child exhibits behaviours that are considered to be disrespectful or aggressive (e.g., verbal or physical)

A Parent/Guardian Is Expected To...

- keep the centre informed of any situation (e.g., change in family dynamics) that may affect their child's behaviour
- support Owl's behaviour guidance techniques and participate in co-operative problem-solving and decision-making

A Staff Member Can Expect To...

- be treated with respect, courtesy and consideration by parents, children and co-workers
- have children comply with reasonable requests
- be kept informed of significant home situations that may affect a child's day

A Staff Member Is Expected To...

- strive to provide a safe, stimulating and supportive environment; acting within Owl's values, beliefs and guiding principles in support of the Mission.
- treat all children with respect
- set good examples of behaviour, dress, respect and conduct
- accept the differences in others
- provide assistance for children
- communicate with parents daily

A Child Can Expect To...

- be treated fairly with respect
- be safe and secure at the centre; free from harassment, ridicule, intimidation, harm and injury
- have the opportunity to make good decisions and to develop self-discipline at the centre and during off-site program activities



A Child Is Expected To...

- exercise self-control
- show tolerance to the differences in others
- show respect for the property of others and the centre environment
- wear appropriate clothing (e.g., no offensive messages)
- abstain from physical, verbal and/or psychological abuse of others (e.g., bullying, teasing)
- use acceptable language and body gestures
- with the assistance of teachers, develop communication, conflict-resolution and problem-solving strategies

MAJOR OFFENSES

Major offences include, but are not limited to:

- Hitting, roughing and intentional physical abuse
- Defiance of rightful authority
- Disrespectful or abusive language or gestures
- Throwing objects with the intent to harm property or others
- Continuous disruptive behaviour
- Damaging or stealing property
- Conduct injurious to the moral tone of the centre (e.g., spitting, bullying, threats, intimidation, harassment)
- Bringing inappropriate/injurious things into the centre

DISCIPLINARY PROCEDURES

Fairness, firmness and sensitivity will be the criteria used when determining a course of action. In some situations, parental involvement, police involvement, suspension and/or termination will be immediate.

When children misbehave or break the Behaviour Code, progressive disciplinary action may include, but is not limited to, the following:

- Oral (verbal) reminders
- Written "Notice of Inappropriate Behaviour" forms
- Meeting with parents
- Referral to external support agency, where applicable (up to age 5)
- Loss of privileges (e.g., computer, home toys)
- Withdrawal from the program room
- Restitution (e.g., clean up/repair or replace damaged items)
- Suspension (voluntary or otherwise; no credits issued)
- Termination of Owl child care space

In a school-based centre if a child is suspended from elementary school for any reason, they will be ineligible to attend Owl during their suspension.

ACCEPTANCE

I have read, understood and agree that I must (or my child must) abide by the above Behaviour Code. Furthermore, I have read and understand the Summary of Offences and Consequences available at: <https://www.owlchildcare.org/images/Forms/Health-and-safety/Summary-of-Offenses-and-Consequences.pdf>.

Signature of Parent/Guardian

Date:

Signature of Child (if between 6 and 12 years)

Date:

If completed electronically, typing your full legal name in the signature box constitutes your signature and is binding. Adding your child's name, if over 6 years of age, acknowledges that the parent has discussed this Behaviour Code with their child.

Parent/Guardian
Names: _____

School _____

This release is to be completed by Owl employees, students, volunteers and parents of children who attend Owl Child Care Services of Ontario (Owl). It will remain in effect from the time of signing indefinitely. This information will be recorded in Owl's database and your family or employment file. You may change your level of consent, or withdraw it completely, at any time by submitting a new IR.1.

Name of individual who may be
photographed or recorded: _____

One sheet per child please

Birth Date (if a minor): _____

In the course of learning activities undertaken at Owl Child Care, representatives of Owl, staff, students, members, and non-member participants may take photographs or otherwise record events. These photographs and recordings are sometimes submitted to Owl to be used to promote early learning at Owl. Please advise us if you are willing to have your own image and voice and/or your child or ward's image and voice used for promotional purposes by Owl, as indicated below:

I, on my own behalf and/or on behalf of my child/ward, give permission to Owl to photograph and record me and/or my child/ward's image and voice on still photographs, motion picture film, audio tape, video tape or digital media and to use this material, and/or similar material provided to Owl by me or third parties involved in promoting Owl's programs and services, in whole or in part, now and in the future, through the media of television, film, Internet, multi-media presentation, radio, audiotape, videotape, in printed form and display form for the promotion of Owl. I, on my own behalf and/or on behalf of my child/ward assign and transfer to Owl any and all proprietary rights, including copyright, and waive all personal rights, which I may have or my child/ward may have in this material.

Owl is only responsible for official uses of photographs and recordings. Any personal uses by employees, students, members and non-members outside of the promotional uses outlined above are not monitored by nor the responsibility of Owl.

NOTE: It is mandatory that you complete this section. Please check and sign to confirm your selection.

I, ON MY OWN BEHALF AND/OR ON BEHALF OF MY CHILD/WARD CONFIRM CONSENT AS FOLLOWS:

PERMISSION OPTIONS (CHOOSE 1)	WHAT DOES THIS MEAN?
<input type="checkbox"/> Full Release: I give permission/consent for all uses as specified above.	<i>We may post pictures or video including your child on our website, on Facebook, in radio or video ads for Owl and any other such uses covered by the Consent statement above.</i>
<input type="checkbox"/> Internal Release: I give permission/consent for internal uses only	<i>This includes photos and documentation posted within the program and for my child's picture to become part of his/her own portfolio of learning, or as part of a group photo in another child's portfolio.</i>
<input type="checkbox"/> No Release: I DO NOT give my permission/consent	<i>Wherever possible, your child will not be photographed. Should he/she be included in a group photo, your child will be cropped out of the image if it is used for internal or external promotion. You and/or your child will not be included in photos and documentation posted within the program, on Facebook or other mediums.</i>

Name of parent/guardian, student,
employee signing form

Signature *

Relationship to child/ward, if applicable

Date

*When only one parent/guardian signs this form, he/she hereby confirms that such individual has been authorized by the other parent/guardian to sign this form on his or her behalf and Owl Child Care Services of Ontario is authorized to accept the choices made by the undersigned as being the Consent Details of both parents/guardians. *When completed electronically, typing your full legal name in the signature box constitutes your signature and is binding.*

IR.1 Last updated: 2019-05

This form is available in alternate formats or with communication supports under Owl's AODA policies. Speak to the centre Supervisor for support.

Acknowledgement of Support Services

Waterloo Region's Special Needs Resourcing Collaborative (SNRC) supports licensed child care programs to identify and meet the diverse needs of all children and their families. All children, regardless of their abilities, are supported to thrive in quality inclusive early learning environments.

As a licensed Early Learning Child Care in Waterloo Region, our program is fortunate to be supported by Resource Consultants and Therapists from the SNRC. The Resource Consultants and Therapists visit and observe our program and provide resources, training and support to our team. Consultation is provided to support all children in the group on topics related to children's development, developmental and/or behavioural strategies, classroom management, classroom environment and other general program strategies.

As members of our team, all Resource Consultant and Therapists follow specific confidentiality policies and are aware of our behaviour guidance policies. Should you have any further questions regarding the role of the Resource Consultant or Therapist, our Supervisor/Director, Resource Consultant or Therapist would be happy to review this with you.

I acknowledge that the support services provided by the Waterloo Region's Special Needs Resourcing Collaborative have been reviewed with me, and they will be a valuable support to the program my child attends.

Parent/Guardian Name (Printed)

Parent/Guardian Signature

Date

Ann Fetter, RECE
Supervisor, Youth Development Program
Owl Child Care





Bag Lunch Policy

Your child registered to attend Owl's Youth Development Program. This program does not offer a hot lunch on school closure days. Therefore, a packed lunch must be provided on all school closure days where your child attends for a full day (i.e. PA Days, March Break, Winter Break).

1. The bagged lunch must be **clearly labelled with your child's name**.
2. Include a **cold pack** in order to keep the lunch cold until it is consumed. Hot foods should be kept warm in a **thermal container**. Utensils must be provided. We do not have the ability to heat food for your child.
3. All packaged items must remain in the original packaging from the store, so staff are able to review the ingredient list. We are a **nut sensitive environment**. Please do not send food that contains nuts or foods with labels "may contain nuts".
4. **Children will not share lunches due to various other food sensitivities and restrictions.** If further life-threatening allergies are identified, families will be notified of the food restrictions.
5. Bagged lunches should include plenty of vegetables and fruits, whole grains and protein to meet Canada's Food Guide requirements. A healthy lunch limits processed foods and foods that are high in sodium, sugars and saturated fats.
Examples include;
 - a. Ham and cheddar cheese sandwich on whole grain bread with lettuce and tomato, carrot and celery sticks, and an apple
 - b. A whole grain tuna salad wraps with lettuce, carrot and celery sticks with hummus, yogurt and a clementine
6. Please provide milk or milk substitute, real fruit juice, or water for drinking. Do not send pop, Kool aid, Gatorade, or fruit drinks high in sugar. Please label your child's drink bottle with their name.

If bagged lunches do not meet the requirements as set out above, or are forgotten, educators will provide a snack replacement and/or a cold pack and contact parent/guardian to provide food that meets the requirement.

I agree to provide a nutritious lunch, based upon Canada's Food Guide and as required by the Child Care and Early Years Act 2014.

Parent Signature: _____

Date: _____